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INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Mann, Robert	London		GB	
Bryant, Elizabeth	Surrey		GB	
Gonzalez, Alberto	London		GB	
Hoenle, Siegfried	Daellikon		CH	

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REFERENCE-FIGURES: 3

ABSTRACT:

A method is provided for providing performance assessment of an employee, a service, a product or a vendor "an evaluatee" and includes the step of accessing an online performance measurement program on a distributed network access device. Next, an online 90 degree or 360 degree evaluation is created. Next, an online self evaluation is completed. Next, an elected evaluation is completed. Next, the results of the evaluations are aggregated. Finally, feedback relating to the evaluation is sent to the evaluatee or other nominated recipients.

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Abstract Paragraph - ABTX (1):

A method is provided for providing performance assessment of an employee, a service, a product or a vendor "an evaluatee" and includes the step of accessing an online performance measurement program on a distributed network

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**Summary of Invention Paragraph - BSTX (3):**

[0003] A productive workforce is a major factor in an organization's success. To gauge the effectiveness of its workforce, organizations generally assess the performance of each employee in the organization against identified goals and objectives. Based on the nature of the employee's performance with respect to such goals, the organization then determines which employees should be promoted and given more responsibility, the increase/reduction in compensation appropriate for each employee and whether a particular employee is not contributing to the organization's success. By promoting and compensating employees that perform well and weeding out those that do not, the organization will develop a motivated and productive workforce.

**Summary of Invention Paragraph - BSTX (4):**

[0004] Prior art employee performance appraisal systems exist that are used for quantifying the performance of employees. For example, U.S. Pat. No. 6,119,097 entitled "System and Method for Quantification of Human Performance Factors" and issued to Ibarra, provides a method in which a supervisor uses an employee problem-solving worksheet displayed on a computer display to identify objective standards for the employee. At least one objective activity that should enable the employee to meet the objective standards is identified and assigned to the employee. The supervisor then completes monthly evaluations of the employee to determine whether or not the objective activities are being accomplished and, if so, whether the employee is at least meeting the objective standards. Such performance appraisal systems that include information only from an employer's manager are called 90 degree systems.

**Summary of Invention Paragraph - BSTX (5):**

[0005] A recent trend in employee performance appraisals are the so called 360 degree performance appraisals in which performance information concerning each employee being rated is gathered from coworkers and direct reports as well as from supervisors. (See, for example, U.S. Pat. No. 5,926,794 entitled "Visual rating system and method" and issued to Fethe). The 360 degree performance appraisals provide benefits over 90 degree performance appraisal systems by placing an increased emphasis on teamwork and by providing individuals within the organization with a voice in the performance appraisal of employees who service them. In addition, the 360 degree performance appraisal system provides a more balanced review of an employee that is less

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INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Ensing, David	Toledo	OH	US	
Brereton, Michael	Farmington Hills	MI	US	
Rose, Curt E.	Toledo	OH	US	

ASSIGNEE-INFORMATION:

NAME	CITY	STATE	COUNTRY	TYPE CODE
Maritz Inc.				02

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REFERENCE-FIGURES: 1B

ABSTRACT:

A system for evaluating and responding to customer satisfaction index (CSI) data generated by businesses such as automotive dealers and call centers. The system includes a reporting module providing on-line reporting of the CSI data, a diagnostic module for generating comparisons and for identifying issues relating to the CSI data, a research module for conducting on-line research relating to the generated comparisons and identified issues, a procedures module for viewing business procedures relating to the generated comparisons and identified issues, a training module for providing and tracking via on-line and/or off-line training affecting the generated comparisons, the identified issues and/or the procedures, a sales and recognition building module tracking motivation programs, and a customer retention module.

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**Brief Description of Drawings Paragraph - DRTX (14):**

[0036] FIG. 11 is an exemplary embodiment of the system and method of the invention illustrating a scanned customer satisfaction survey.

**Brief Description of Drawings Paragraph - DRTX (19):**

[0041] FIG. 16 is a user interface in one preferred embodiment of the system and method of the invention illustrating the entry of customer information and the contents of the survey invitation to be sent to potential respondents.

**Brief Description of Drawings Paragraph - DRTX (20):**

[0042] FIG. 17 is a table in one preferred embodiment of the system and method of the invention listing the respondents to the deployed survey.

**Detail Description Paragraph - DETX (70):**

[0122] Throughout the entire customer satisfaction and performance measuring process of the invention there is one common denominator that ties the system together, and that is the customer. While the system and method of the invention primarily focuses on feedback from the customer, there may also be a need to simultaneously, proactively contact the customer. This is the purpose of the customer retention module (such as Vault or eVault provided by Maritz Inc.) and the related marketing activities 234. This contact can be anything from sending a postcard to customers thanking them for their recent purchase all the way to analyzing customer transaction and financial information to identify highly valued customers. Depending on the available customer data, such as sales data, service data and buyer behavior data, a user can identify those customers, and similar customers, who are likely to re-purchase from the business of the user and, most importantly, those customers, and similar customers, they are likely to lose. The customer retention module 232 assists the user in maintaining and improving communications with the customers.

**Detail Description Paragraph - DETX (82):**

[0134] This page also allows dealers to view the actual image of the survey by clicking on the customer's name (see FIG. 1A, reference character 1002).

**Detail Description Paragraph - DETX (89):**

[0141] Next, the dealer is taken to a page (FIG. 16) (see FIG. 1A, reference character 1024) to enter customer information for the e-mail survey invitation which will be sent to potential respondents. After entering the information, the dealer edits the text of the e-mail message. When complete, the dealer clicks on the Send button (see FIG. 1A, reference character 1004). This button generates a customized e-mail to potential survey respondents, with a message asking them to take the survey by clicking on the enclosed link (see FIG. 1A, reference character 1024).